



ANNUAL REPORT 2019



Homes for Haringey

CHAIR'S INTRODUCTION

It is good to see national recognition of what we have always known – that council housing is essential. Haringey Council's strong commitment to improving and increasing council housing in the borough is particularly welcome.

There is a renewed appreciation of social housing. Negative stereotyping and stigma are being challenged as we celebrate the centenary of legislation to increase council housing across the country. The 1919 Addison Act recognised that local authorities were ideally placed to build the affordable housing that so many needed after the first World War. 100 years later our residents still want a decent, stable home and to be a part of a thriving community.

Two years after the tragedy at Grenfell Tower the whole sector recognises that safety and a voice for residents have to be at the top of our priorities. Last year the Board of Homes for Haringey approved the development of a new Resident Engagement Strategy and put a considerable effort into ensuring our health and safety management is effective. The contribution of residents and independent experts on the Board made a noticeable impact on the quality of these discussions.

Over the past year, I have been impressed by the added social value that Homes for Haringey provides in employment initiatives, apprenticeships, and the outstanding work at Project 2020. I am proud that Homes for Haringey has repeatedly been held up as an exemplar in preventing homelessness and supporting people who have been affected by domestic abuse.

However, this has been a year of challenges and success in equal measure. Despite several service improvements that have been introduced over the past two years, we still need to improve upon the levels of our tenant and leaseholder satisfaction. This will feature as one of the key objectives of Homes for Haringey's annual plan for 2019/20.

The Board is keen that areas of under performance are effectively addressed, and this is reflected in Homes for Haringey's current business plan and strategic priorities.

This year we will continue to deliver the Council's ambitious investment programme to improve council housing in the borough, and ensure the best possible services to prevent homelessness. The Board and I will continue to press for improvements in income collection, re-letting empty homes and responses to complaints.

Aman Dalvi OBE
Chair, Homes for Haringey



MANAGING DIRECTOR'S FOREWORD

This year marks 100 years since Parliament agreed, under the Addison Act, that the number of new homes built by councils should increase dramatically, due to concern about the poor standard of privately rented housing. By the 1930's housebuilding peaked at 350,000 a year and over the next few decades council housing became the largest sector of the housing market.

I believe that the Haringey Council's commitment to building new council homes, the investment in improvements to our existing homes, and our commitment to improving resident satisfaction means that the future for council housing in the borough looks extremely promising.

As we reflect on 2018/19, we can see how resilient Homes for Haringey has been. Following the structural issues identified at Broadwater Farm, we have successfully converted nine medium rise blocks to temporary heating systems on time and without incident, moved households out of two of the larger blocks, and put into place a dedicated project team to deliver a programme of work and regeneration of the estate.

We achieved the second highest homelessness prevention rate in London following the introduction of the new Homelessness Reduction Act, at a time when demand for housing outstrips supply in the borough. Our domestic violence support service, Hearthstone, again successfully provided vital support for around 500 victims of domestic violence and abuse in Haringey.

Our plan to reduce reliance on temporary accommodation made good progress during the year despite a shortage of available housing and increasing levels of homelessness in the borough and across London. We will continue to work closely with the council to support the introduction of new services and initiatives to increase the supply of housing in the borough.

We have also introduced an ambitious new Asset Management Strategy to invest approximately £250m to improve council homes in the borough over five years. These major works will improve over 13,500 homes and over 6,500 residents will benefit from the first phase of works starting in autumn 2019.

During 2018/19 many more of our tenants and residents moved on to Universal Credit under the Government's welfare reforms. Delays in receiving the first payment and the challenges associated with not receiving rent directly had a substantial impact on tenants' debt and rent arrears, as seen across the whole sector. However, despite this we managed to collect over 99% of General Needs and Sheltered Housing rents.

Value for money remains one of our top priorities and yet again in 2018/19 we have been able to deliver saving and absorb growth pressures through a combination of targeted budget reductions and cost underspends against other budgets.

Sean McLaughlin
Managing Director



CUSTOMER SERVICE

Homes for Haringey is committed to excellent customer service, and 'improving services to our customers' is a key business plan priority. We have worked with staff and residents to improve our customer service offering and create new and relevant customer service standards.

These standards set out what Homes for Haringey customers – primarily residents – can expect from the organisation and will help us to deliver a more consistent service. We also set up a group of staff customer service champions to help embed the new standards and communicate them to the wider organisation.

Taking pride in the services we provide and putting residents front and centre of what we do is important to us. We are committed to involving and engaging with our residents to work in partnership with them to improve what we do and ensure it delivers for them.

During the year we implemented a customer satisfaction system that sends a message to a tenant immediately once a repair is completed and gives them the opportunity to complete a short customer survey. Since its introduction, customer satisfaction rates have steadily increased and now consistently remain at around 90%.

Part of our remit is checking that our properties are being used acceptably and ensuring that all our funds are used appropriately. In 2018/19 we successfully recovered 52 properties from fraudulent use meaning that they could be re-allocated to people in need. We also queried 84 Right to Buy applications which were subsequently withdrawn or refused, saving over £12.6m in potential Right to Buy discounts.

CUSTOMER SATISFACTION

90%



**Chris Bell,
Community
Relations Officer**



COMMUNITY ENGAGEMENT

During the year we introduced new ways of bringing our services to residents through drop in sessions and a series of roadshows. The feedback from these events has been very positive and we look forward to developing more opportunities.

We facilitated

2,750
VOLUNTEERS' HOURS

through community activities and engagement

We engaged over

1,760
RESIDENTS



through various programmes including **45 young people** in various youth initiatives

We worked with



Tottenham Hotspurs Foundation

to successfully deliver the **community football junior tournament**, engaging with local young people

We supported the Resident Complaints Panel (RCP) to successfully help resolve **13 complaints**



We supported **9 resident groups** to organise community events to increase participation, consult and organise community run projects

The **digital champions** continued to provide residents with digital inclusion training in the community and supported

over **30**

residents to develop their IT skills



We planned and organised **Parents Group/Street Play days** on Broadwater Farm Estate providing positive and educational activities

Planned and delivered the

Rewarding Resident Volunteers Awards

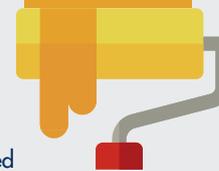


attended by over **100** volunteers & staff



Snack'n' Chatevents & Roadshows to engage with local communities and bring services to residents' doorstep

In partnership with **ENGIE**, we redecorated the community hall at Edgecot Grove.



Worked in partnership with external contractors to create **2 food growing areas** in the community



20 resident association and their members attended **GDPR and First Aid Training**

Supported the development and delivery of **4 service specific improvement forums** where over

1,000
RESIDENTS ATTENDED

and provided **valuable feedback** to inform service improvements

Our training and employment offer to residents built upon its previous successes.



Helped **46 residents** secure training and apprenticeships.

We supported **66 residents** into work and a further **46** into secure training and apprenticeships.



We offered

180

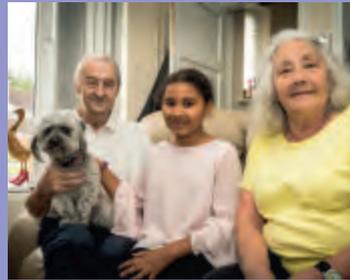


people one-to-one guidance and advice

SUPPORTING THE ELDERLY

Larkspur Close Case Study

Our occupational therapists helped to plan, design and refurbish our Larkspur Close sheltered housing scheme to support the delivery of an age friendly inclusively designed scheme for the elderly.



Sheltered housing – a modern approach

Evleen – I've been based at Hilldene Court for about 29 years now (first as a Warden, then a Scheme Manager and now a Hub Coordinator) and I have to say I love my job! I enjoy supporting our vulnerable tenants with whatever I can do and hope I, and my colleagues, make a positive difference.

My role in Sheltered Housing has really developed over the last 30 years. In the old days it was mostly about sitting around and chatting with tenants and making sure they were safe, now we try to do so much more by referring and signposting tenants to much needed services which hopefully enable them to remain independent for longer and experience a better quality of life.

We've recently introduced the Hub and Cluster model to our Service and have branched away from the 'one size fits all' approach. We work in partnership with many local services who help us to support our tenants in fulfilling their own wishes and outcomes and in a way that suits them personally. This can be anything from arranging for carers, to bringing their pets with them for company when they move in.

In 2018/19 we worked with 15 partners to put around 59 events at our sheltered housing schemes including; Broadway Brunches, Bollywood dancing, pampering and well-being days, bulb Planting and choir singing with local school children."



BETTER HOMES AND SAFER NEIGHBOURHOODS



98.2%

customer satisfaction with major works and Decent Homes related works



83.2%

of residents satisfied with their last repair, an increase of 5.4% on the previous year



99.8%

Urgent repairs completed within Govt time limits



100%

Properties with a valid gas certificate



100%

Capital projects completed on time



98.2%

Resident satisfaction with capital works



91%

of repairs completed on the first visit



**Felicia Peter Thomas,
Resident Volunteer**



BETTER HOMES AND SAFER NEIGHBOURHOODS

Our New Asset Management Strategy

In February we announced a five-year investment plan incorporating estate works, fire safety compliance and energy efficiency measures. It takes a wider and longer-term view than just the government's Decent Homes Standard and incorporates a more estate-based approach to investment in our homes.

Haringey Council will be investing nearly £250m to improve council homes in the borough over five years under the strategy. The major works will improve over 13,500 homes in the borough and over 6,500 residents will benefit from the first phases of work, which will start from autumn 2019.

Alongside this, Homes for Haringey has also identified £22.3m of internal works in communal areas, for which £80m has been allocated and will be delivered over the next four years.



WE ARE DETERMINED TO GIVE OUR RESIDENTS THE BEST POSSIBLE LIVING CONDITIONS AND THIS HUGE INVESTMENT WILL GO A LONG WAY TO HELPING US IMPROVE THAT. WE ARE WORKING TO DELIVER 1,000 NEW COUNCIL HOMES BY 2022 AND THIS STRATEGY WILL ENSURE THAT WE PROVIDE THE BEST SERVICE.



Councillor Emine Ibrahim,
Cabinet Member for Housing
and Estate Renewal and Deputy
Leader of Haringey Council



Safer neighbourhoods

The Neighbourhood Improvement Team carried out works that benefited over 150 of our estates with:

12

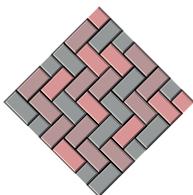


sites added to estate CCTV bringing total number of cameras up to

280

36

estates benefited from upgraded external lighting



45

estates benefited from paving/roadway works

2



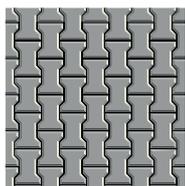
new play areas and

1

complete refurbishment

13

estates had their bin store areas improved



14

blocks have had their flooring renewed

28

estates benefited from ad hoc work ranging from security works, pram shed refurbishment, mobility scooter storage and fencing to name a few!

99%

of our support plans were in place.



We are aiming for **100%** in 2019/20



20

estates had their signage renewed

79%

of our ASB tasks were completed in time.



In 2019/20 we are aiming for **80%**

TACKLING HOMELESSNESS

We work with private landlords to provide housing solutions for people in housing need.

In 2018/19, we arranged for 392 households to move into settled housing in the private sector, including 117 homeless households who had been in temporary accommodation. We also prevented 265 households from becoming homeless by helping them move into new homes.

*Jackie is a lone parent with three young children living in a housing association intermediate rent property that was in her husband's name. The relationship had broken down and the customer's husband had stopped paying rent after he moved out. The housing association was threatening to evict her due to the rent arrears. Our Housing Needs Officer was able to negotiate a new tenancy for *Jackie so that she and her children remained in their home.



*Leila is a lone parent with 2 children. She presented to Housing with a bailiff warrant the day before it was due to be executed. She is a housing association tenant and was struggling financially and had got behind with rent. She had broken a previous repayment agreement with her landlord and accrued arrears and therefore they decided to pursue eviction. The arrears were £800+ and the landlord was adamant that due to the history of arrears and breaches that they would not agree to a further repayment plan.

Within 30 minutes of sitting down with Leila and beginning the interview/assessment, it was agreed that we could use the prevention fund to clear the arrears. We made it clear that this was a one-off payment and gave advice and support to ensure that Leila did not get into this position again. The landlord agreed to her remaining at the property preventing the family from becoming homeless and having to go into emergency accommodation.

*Carol is a lone parent with a young child who attended an emergency appointment. She advised that she had stayed in a private hotel for a couple days as her landlord had changed the locks to her property. Carol had signed an Assured Shorthold Tenancy agreement for a fixed term of 12 months in October 2018 and her approach was two months after this. She provided receipts for the hotel she had stayed at with her child and provided landlord and agents contact details.



The Housing Needs Officer (HNO) contacted the landlord who claimed to be unaware of the situation and advised her to speak to his managing agent. The HNO took the opportunity to advise that as there had been no formal possession action taken it was likely that this would be considered an unlawful eviction and the tenant had a legal right to return to the property.

The HNO called the managing agent who tried to argue that the tenant had surrendered her tenancy however they were unable to prove this. The HNO explained that it appeared to be unlawful eviction contrary to Protection from Eviction Act which is a criminal offence and that we would take legal action if she was not allowed to return to her tenancy. After a lengthy conversation the agent agreed that Carol could return to the property, she just had to collect the new keys from their office. Carol was able to return to her property that day.



*Joanna is a single, 24-year-old female. She was suffering from mental health and addiction issues and was living in a refuge after fleeing violence in the family home. Joanna was spotted by a member of her family and she had to flee the refuge. Mental health services were reluctant to help due to the addiction issues – her homeless situation only exacerbated these problems.

The Housing Needs Officer assessed her, and she was approved for the Supported Housing Pathway. She is now currently at an appropriate Pathway accommodation and can work on both her mental health and addiction issues concurrently as those services are provided as part of the package.

*All names have been changed **Photos are for illustration purposes



**John Lister with
his dog Anni and
granddaughter.
Sheltered Housing**

A DAY IN THE LIFE OF A HOUSING NEEDS OFFICER

"I am based between the two probation sites within the borough for half the week – Lansdowne Road and Lordship Lane. I spend the rest of my time at Station Road to complete my casework.

"There is no such thing as a typical day as each outreach session differs due to the nature of the clients and role. This is what makes the role exciting and diverse. I have four available assessment slots per session that are booked by the Probation staff. I work in partnership with Probation Officers to obtain reports and information prior to assessment. In between assessments, staff with generic housing enquiries approach me for assistance and at times, there are numerous staff members queued at my desk for help! Since the introduction of the Homeless Reduction Act, I have been upskilling staff so they can have a better understanding of our processes and procedures. I also signpost staff to relevant agencies to assist their clients with other non-housing issues.

"I enjoy making a valuable contribution to local communities by supporting individuals with chaotic lifestyles and complex needs. I hope that by resolving housing issues, I can make a positive impact on the likelihood of re-offending. I enjoy building good partnership working with the Probation staff as the joint working helps with client engagement to increase positive outcomes.

"I really like working in different environments which gives me an added variety to my role. I have noticed that clients respond better when seen in a less-formal environment. I like being able to work alone as this allows me to use my initiative and have some control over how I manage the referrals."



SUPPORTING OUR YOUTH

Project 2020 (in partnership with Community Music)

This project offers young people an opportunity to learn new skills in radio broadcasting and music production, from industry professionals. It also includes the opportunity to learn radio/interview skills, podcast production and DJ skills tuition.

The project has engaged over 20 young people, with most experiencing a studio environment for the first time. Hidden talents, such as song writing, beat production and rapping have been uncovered during the sessions. Alongside the music tutors, the Project 2020 staff team have witnessed young people grow in confidence, gain new skills and develop a sense of pride in their work.



Community Music hosted a stage at Streatlife festival at Alexandra Palace and invited our young people along to interview artists who were performing. They captured the day through video and photography. Again, young people had the opportunity to learn new skills and step out of their comfort zone. None of the young people had experienced a festival before, so it was an amazing opportunity for them. The day was a great success, with our young people taking everything in their stride. They were not once fazed by what they were asked to do.



PROJECT 2020 AT WOOD GREEN CROWN COURT

Project 2020 at Wood Green Crown Court

A small group of young people attended the Wood Green Crown Court open day. The day offered an insight into the on goings of the court. The group had the opportunity to visit the courtrooms and the holding cells underneath the court. A member of the court staff provided a very realistic demonstration of what happens when a prisoner arrives at a cell. A young man from the group was handcuffed, locked in the cell and taken to an interview room. He was shown what food prisoners were offered and the cardboard spoon they use to eat with.

At first the young man was happy to be chosen. As the demonstration progressed, he became very quiet. A member of staff asked him if he was okay. He said, "I'm just thinking miss". After the demonstration the same staff member asked him again if he was okay and what was he thinking about. The young man replied, "I was thinking about prison, and how horrible it must be." The conversation continued and he ended by stating, "I never want to end up in prison, I want to have a life."

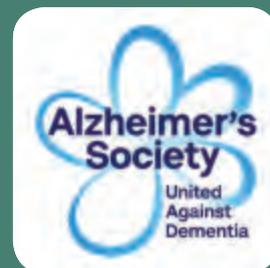


MAKING A DIFFERENCE

World Dementia Day

On World Alzheimer's Day, Homes for Haringey renewed its commitment to being a dementia friendly organisation.

As part of this commitment, 600 of our staff undertook dementia awareness training to ensure they are aware what dementia is. The Dementia Friend training finishes with pledges by individuals on steps they will take to become more dementia friendly.



DEMENTIA CAN HAVE A DEVASTATING EFFECT ON PEOPLE'S LIVES, BUT WE ARE NOW LEARNING THAT A DEMENTIA FRIENDLY COMMUNITY CAN HELP MUCH MORE THAN WE PREVIOUSLY IMAGINED.

BECOMING A DEMENTIA FRIEND IS ONE OF THE MOST POSITIVE THINGS YOU CAN DO TO HELP PEOPLE WITH DEMENTIA AND THEIR CARERS.

AS WE LEARN TO MAKE SMALL DIFFERENCES EVERY DAY, THEIR LIVES WILL IMPROVE, AND WE WILL CREATE A CLIMATE OF KINDNESS AND UNDERSTANDING.

Sean McLaughlin, Homes for Haringey's Managing Director

**Mo Manjang,
Project 2020 volunteer**



MAKING A DIFFERENCE

Making a stand

The Make a Stand pledge was developed by the Chartered Institute of Housing in partnership with the Domestic Abuse Housing Alliance (DAHA) and Women's Aid to tackle domestic abuse.

Millions of people experience domestic abuse every year and two women are killed by their partner or ex-partner every week.

We want to go over and beyond our duty of care to protect the people in our homes and we hope to make a difference to those who are experiencing domestic abuse to come forward and get support.

We have pledged to put in place four actions to support people who are experiencing domestic abuse which are:

- To put in place a policy to support residents who are experiencing domestic abuse
- To make information about national and local domestic abuse support services available on our website and in other places which are easily accessible to residents and staff
- To put in place a policy and procedure on domestic abuse to support members of staff who are experiencing domestic abuse
- Appoint a champion in our organisation to 'own' activities we do to support people experiencing domestic abuse.



HEARTHSTONE SERVICE

Our Hearthstone service takes referral for both men and women in the borough

Hearthstone provides advice and support to both women and men who are or who have experienced domestic violence. We work with different stages from crisis, early intervention to prevention. We work with all levels of risk including cases that have been highlighted as high risk MARAC cases (Multi Agency Risk Assessment Conference).

Rehousing

*Louise accessed Hearthstone due to experiencing abuse from her husband of 13 years. They had separated six months earlier as her husband had an affair. She asked her partner to leave the home.

She advised that he was visiting their children at the family home. When the client advised that she no longer wanted this to happen he threatened her with a knife. This would then happen on a regular basis during contact and client was too afraid to contact the police or to ask for help.

On one occasion her partner accessed her bedroom and removed the phone, he also took her mobile phone. He returned to the property in the evening and gained entry while the client was sleeping. She was woken by her partner telling her that 'she would never be with anyone else. He then proceeded to make repeated attempts to stab her. She shielded herself with a bed quilt while her 4-year-old daughter lay beside her during the whole incident.

Her 10-year-old son managed to contact the police who attended the home and arrested the perpetrator. She survived the attack but sustained injuries not only physically but also emotionally due to the trauma she endured. The perpetrator is currently serving a custodial sentence for ABH with intent.

*Louise was supported to access Hearthstone via the police and was assisted by our service to access specialist counselling and supported to move initially to a safe home for herself and her children.

A few years later, she came to us again when it had come to light that her partner had discovered her address whilst he was in prison. He had associates attend her property and cause damage to her door. We were successful in supporting her to be moved to an alternative tenancy in a safe borough. *Louise has told us that herself and the children are settling in well and finally feel safe.



MAKING A DIFFERENCE

Sanctuary scheme

Amy* had been in a relationship with her ex-partner for five years. They had separated shortly after the birth of their son. However, their relationship was very on/off. This was mainly due to her ex-partners manipulative behaviour. He would always try to persuade her to 'give him a chance for the sake of their son'.

She described him as being 'very jealous' he would check her phone, coincidentally turn up at places she was going with friends and would ask her numerous questions about who she had seen, spoken to etc. She told us that he would become 'physical'. She made reports to police due to assaults but would drop the case because he would tell her he loved her and that he was sorry. The client reported incidents of strangulation, threats to kill and beatings with objects.

On one occasion, the ex-partner forced entry into her property kicking down her door. He had been following the client earlier that day and had seen her enter her home with a male friend. He attacked the friend with a knife and a baseball bat in front of Amy and their child. Amy had to run from her home with her child and seek help from the Police.

Amy* accessed support through Hearthstone as she wanted support to remain in her property. She did not feel that she should have to be the one to leave her home and her friends/family. She was assisted to gain legal remedy and supported by the Sanctuary scheme to secure her home. Our scheme installed a secure sanctuary door, provided security of a London bar, security locks on windows and lamination on the glazing to ensure extra target hardening.

*All names have been changed **Photos are for illustration purposes



Support and advice

We help residents to access affordable financial and digital services, as well as teach the skills and confidence to use them.

In 2018/19 we:

- Ran financial capability workshops help residents to make the best use of their existing resources.
- Offered individual advice and assistance to residents to help them manage their finances and benefit claims.
- Offered extra support to young people leaving care, pensioners and disabled residents to claim the benefits they are entitled to, and make the best use of their money.
- Supported residents with rent arrears to avoid eviction by making affordable repayment plans and access the appropriate benefits and help.
- Worked with partner organisations to improve residents' access to banking, fuel switching, budgeting advice, employability guidance, debt advice and management, charities and food banks.
- Trained digital champions – to teach new computer skills.
- Kept residents up to date on changes to welfare benefits, such as the spare room subsidy ("bedroom tax"), benefit cap and the introduction of Universal Credit.



FINANCIAL PERFORMANCE

Financial highlights

The Management Fee we receive from Haringey Council covers all our operational costs.

In 2018/19, the total amount of money paid for our services ('the Management Fee') was **£42.7m** and our total income was **£58.5m**.

We made an operational surplus of **£700,000** before pension calculations, which we were able to do through making savings and implementing more efficient ways of working.

We have continued to grow our reserve funds to **£1.4m** to help fund any innovation, growth and unforeseen costs.

Operational costs (see Fig 1)

For 2018/19, we spent £62m on group operating costs, including a **£3.5m** pension adjustment.

We remain one of the largest employers in the borough; employing around **700** permanent and temporary staff contributing **£36.5m** to the economy through salaries and benefits.

Our contractor repair costs, total around **£10.7m**, and make up **17%** of our expenditure.

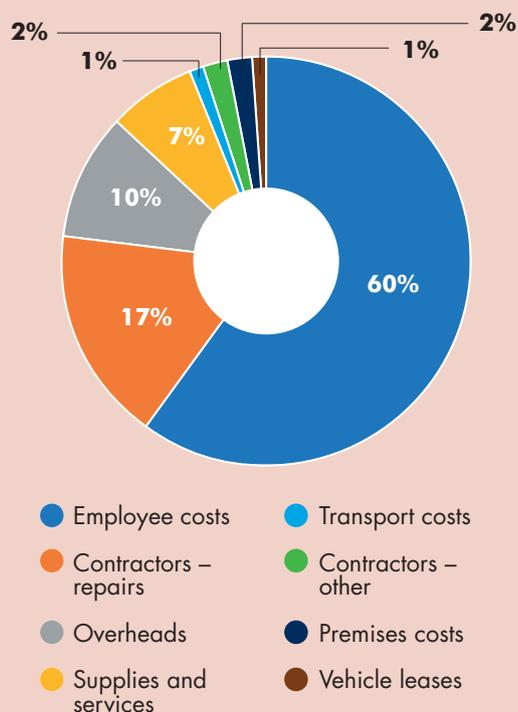
We spent:

- **£5.3m** on gas contractor payments
- **£1.3m** on mechanical and electrical contractor payments
- **£4.1m** Haringey Repairs Service sub-contractor payments

We work in partnership with Haringey Council and **11%** of our operating costs relate to services we procure from them, through service level agreements.

IT, customer services, and finance, at a cost of **£4.4m**, make up the bulk of services provided.

Fig 1: **Group operating costs 2018/19**



OUR PEOPLE

Staff satisfaction

We carry out an independent staff satisfaction survey each year. For 2018/19 we were pleased to see a **5%** improvement in our overall engagement index to **72%** and an **8%** improvement in overall job satisfaction to **66%**.

Gender pay gap

This is the second year of gender pay gap reporting. Women at Homes for Haringey are on average paid more than their male counterparts in 2018/19.

Homes for Haringey pay gap	-4.4%
National pay gap	17.4%
Public sector pay gap	9.6%
Local government pay gap	9.9%



WE ARE COMMITTED TO MEETING OUR EQUALITIES RELATED OBLIGATIONS AND WORK TOWARDS ELIMINATING ALL FORMS OF DISCRIMINATION, DISADVANTAGE AND UNFAIR TREATMENT. THIS COMMITMENT IS UNDERPINNED IN OUR EQUALITY, DIVERSITY AND INCLUSION POLICY WHICH IS APPROVED AND MONITORED BY THE BOARD.



WE RECOGNISE THE IMPORTANCE AND BENEFITS OF EQUALITIES AND DIVERSITY; AS AN ORGANISATION, AS A SERVICE PROVIDER AND AS AN EMPLOYER.

WE AIM TO REFLECT THE DIVERSITY OF THE COMMUNITY WE SERVE, PROVIDE APPROPRIATE AND ACCESSIBLE SERVICES FOR ALL, AND TO BE A REPRESENTATIVE, DEMOCRATIC, AND ACCOUNTABLE ORGANISATION. WE HAVE APPROPRIATE MONITORING AND REVIEW MECHANISMS TO ASSESS OUR PERFORMANCE AND PROGRESS IN ACHIEVING OUR AIMS.



Awards

Homes for Haringey is an award winning social landlord. We are proud of the work our team does that helps contribute to the communities and areas that we work in. In 2018/19 our work was recognised by these organisations:

Women in Housing

Our domestic violence support service, Hearthstone, which provides vital support for around 500 victims of domestic violence and abuse each year, were finalists in the prestigious Women in Housing Awards.



Top landlord

For the second year in a row we made the 'Top 50 landlords' in the 24 Housing Awards and were one of only five ALMOs featured in the list. We were particularly commended for our work on tackling homelessness and anti-social behaviour.



Top Employer

We were pleased to be recognised for the tenth time as a 'Top Employer UK' for excellence in employment.



TO ACHIEVE THIS AWARD FOR THE TENTH TIME SHOWS THE IMPORTANCE WE GIVE TO INVESTING IN OUR STAFF FOR THE LONG TERM. WE DON'T JUST PAY LIP SERVICE TO OUR AIM TO 'DEVELOP OUR ORGANISATION' BUT CONTINUE TO IMPLEMENT GOOD SYSTEMS THAT ENCOURAGE AND ENABLE STAFF TO BE THE BEST THEY CAN BE. BY SUPPORTING STAFF IN THIS WAY, WE ALSO IMPROVE THE SERVICE WE PROVIDE TO RESIDENTS IN HARINGEY.

Sean McLaughlin, Homes for Haringey's Managing Director



WE BELIEVE THAT THE 2019 CERTIFIED ORGANISATIONS DEMONSTRATE EXCEPTIONAL EMPLOYEE CONDITIONS AND ENCOURAGE THE DEVELOPMENT OF THESE PRACTICES BY PUTTING THEIR PEOPLE FIRST. THESE COMPANIES HELP ENRICH THE WORLD OF WORK WITH THEIR OUTSTANDING DEDICATION TO HR EXCELLENCE AND BECAUSE OF THIS, THEY ARE RECOGNISED AS AN EMPLOYER OF CHOICE.



Top Employers Institute CEO, David Plink

Health and Safety

We were awarded four out of five stars by the British Safety Council in an occupational health and safety audit.



AREAS FOR IMPROVEMENT IN 2019/20

Responses to
Freedom of
Information Requests

Currently **88%**
Target **95%**

Stage 1 complaints
responded to in
20 working days

Currently **92%**
Target **95%**

Rent
collected

Currently **99.49%**
Target **100%**

Rent collected
for all temporary
accommodation

Currently **97.27%**
Target **99%**

Rent and Service
Charge arrears

Currently **4.94%**
Target **4.20%**

Time to re-let
properties

37.5 DAYS
Target **23 DAYS**

Cost to
re-let

Average **£3722**
Target **£2277**

Rent loss on empty
properties

Currently **1.07%**
Target **0.6%**

Average cost of a
responsive repair

£113
Target **£100**





www.homesforharingey.org



Homes for Haringey